Northwestern University Staff Advisory Council
(NUSAC)

Annual Report 2014-2015
MISSION STATEMENT

The Northwestern University Staff Advisory Council (NUSAC) serves as an advisory voice and change-agent for Northwestern staff in matters relating to community development, professional opportunities and workplace concerns. This is accomplished through active engagement with staff, the University President, the Office of Human Resources and/or various senior administrators. Chartered by Northwestern University’s president in 1973, NUSAC provides service to the university community by representing the opinions, concerns, and experiences of its nonexempt and exempt staff.

Council Overview

NUSAC represents the needs of staff through communication, networking and events. Communications include a quarterly newsletter, emails, social media, and a website. Networking and events include informational workshops and community outreach activities, and sponsorship of Coffee with the President and Conversations with the President events. NUSAC also represents staff concerns at meetings with the Office of Human Resources and university administrators, and participates on university committees and focus groups.

NUSAC is comprised of 25 staff employees drawn from Northwestern’s Chicago and Evanston campuses. Each NUSAC member serves on one of four standing committees. The Benefits and Human Resources committees address staff questions and concerns about benefits, compensation, and employment. The Outreach committee connects and engages Northwestern staff with the surrounding community to help those in need. The Communications committee works to increase awareness about NUSAC and how the council represents the staff. The list of Council members and their committee membership is included on the final page of the report.

NUSAC Officers 2014-2015

Apryl Schlueter, Chair (8/1/14 - 3/6/15)
Susan Corwith, Chair (3/7/15 – 8/31/15) / Vice Chair (8/1/14 - 3/6/15)
Rhea Banks, Vice Chair (3/7/15 – 8/31/15)
George Campbell, Secretary (8/1/14 – 6/3/15)
Pamela Euring, Secretary (6/4/15 – 8/31/15)
Lot Bercasio, Treasurer

Over the course of 2014-2015, the Council was comprised of 9 members from the Chicago campus and 16 from the Evanston campus. The various schools, departments, and areas represented in the Council’s makeup included the following:

- Executive and Accelerated LLM Programs, Law School
- Center for Comparative Medicine
- Center for Communication & Health, School of Communication
- Center for Talent Development, School of Education & Social Policy
- Office for Sponsored Research
- Undergraduate Office, Kellogg
- Student Organizations, Norris University Center Administration
- NUIT Tech Support Services/Project Café
- Searle Center, Law School
- NUIT Administrative Systems
- Institute for Sustainability and Energy at Northwestern (ISEN), Office for Research
- University Police
- Compliance, Athletics
- Feinberg School of Medicine
General Council Priorities in FY15 & Plan for FY16

The council followed four strategic goals from which each committee developed their specific tactics and outcomes. The four goals were an extension of the previous year’s work:

1. Increasing Staff Engagement
2. Evaluating NUSAC structure for maximum efficiency and effectiveness
3. Identifying and raising staff concerns to administration
4. Enhancing the NUSAC Brand

Specifics of the Council’s achievements over the course of the year are highlighted in the following sections.

On July 28, 2015 the Council held its annual retreat, which focused on teambuilding and identifying priorities for the coming year. An initial list of priorities for consideration was generated from inquiries received from staff (via emails to NUSAC), committee work, and feedback from event surveys, Coffee with the President, and Conversations with the President. After discussion and deliberation, the top priorities for the next year include the following:

- Career advancement
- Support and resources for managers
- Diversity and inclusion
- Staff compensation

Committees are in the process of developing goals and actions related to the identified priorities.

In addition to the priorities established for 2015-16, the council continues its work on two long-term internal goals:

- Create a 3-year strategic plan that outlines the vision and outcomes for the Council and provides guidance as the Council updates its annual goals and actions.
- Improve documentation of annual events, committee roles, recurring processes, and the tasks executed by each Executive Board position.

Council Highlights for 2014-2015

The Council engaged in a variety of activities this year from revising the NUSAC Bylaws to hosting several successful drives and brown bag events. The Council also continued co-hosting Coffee with the President in conjunction with the Office of the President and supporting service excellence events, including the Employee of the Year selection. This year’s highlights include the following:

- Second annual Staff Mixer at the football game. Pregame food and activities were available on the Randy Walker Terrace and over 300 tickets were sold.
- Career Advancement workshop held in conjunction with Office of Human Resources – keynote by Anniiese Lemond on career pathing and break out sessions on resume writing, social media use, effective interviewing and career resources. Approximately 70 staff members attended the workshops.
- Brown Bags:
• One Book, One Northwestern
• Meeting Personal Wellness Goals
• Networking in the Workplace

• NU Cares Awareness Drive in February
• Staff Mixer at the basketball game
• Successful holiday food drive, spring food drive and school supply drive
• Conversations with President Schapiro with the addition of a panel discussion around key topics
• Support and advocacy in response to inquiries regarding lactation spaces on campus, staff compensation issues, internal promotions, and tuition benefits

University Committee & Event Participation

Quarterly Meetings with the University President, and with the Executive Vice President and Associate Vice President of Human Resources

The NUSAC Chair and Vice Chair have quarterly meetings with President Schapiro. The Chair and Vice Chair also meet quarterly with Executive Vice President, Nim Chinniah, and Associate Vice President of Human Resources, Pam Beemer. These meetings promote regular communication with the University administration about staff priorities and concerns, upcoming changes and University initiatives, and ideas for improving the work experience for staff. Topics addressed in this year’s meetings included possible changes to benefits, our updated NUSAC bylaws, reaching more non-exempt staff members (particularly for NUSAC membership), continued growth of NU Cares, additional lactation spaces on campus, compensation and job families, NUSAC involvement in Sustained Dialogue or alternative inclusion and diversity initiatives, NU staff survey, and the NUSAC budget, including ongoing support for the annual staff mixer at the football game.

Service Excellence Recognition Luncheons

One of NUSAC’s goals was to increase staff community engagement and promote recognition of staff successes. In support of that goal, NUSAC members participated in the Service Excellence Recognition Luncheons. The NUSAC Chair and Vice Chair attended the quarterly luncheons. If the Chair or Vice Chair was unable to attend, a NUSAC Committee Chair attended so that NUSAC was always present to support staff being recognized for outstanding service. This fiscal year (as of August 20) we were pleased that 116 staff members received awards; 7 of the individuals were recognized twice in the same year. This year 12 honorees received Excellence in Sustainability awards, another designation for staff, faculty or students. Because recognition of excellence is important, NUSAC will continue to discuss ways to encourage departments to nominate their staff members for this award.

Conversations with President Schapiro

In collaboration with the Office of the President and with the support of University Relations and Information Technology Academic & Research Technologies, NUSAC hosts annual Conversations with President Schapiro. This year we modified the format and hosted a panel discussion with Executive Vice President Nim Chinniah and Provost Dan Linzer, following an update by President Schapiro. The events were held on April 16 in Evanston and April 23 in Chicago. The president, provost and executive vice president touched on a wide variety of topics—re-accreditation, diversity and inclusion, career advancement and hiring of internal candidates, staff salaries, We Will. The Campaign for Northwestern, growth initiatives and new construction projects. President Schapiro opened the event with a speech highlighting successes and initiatives in 2014-15, after which the panel addressed questions submitted in advance by staff, presented by the live audience and sent online to NUSAC during the event. Both events were webcast live for those unable to attend in person.

Coffees with President Schapiro

In collaboration with the Office of the President, NUSAC successfully hosted five coffees with President Morton Schapiro along with invited guest from the university staff community. There were three held on the
Evanston campus and two held on the Chicago campus. The dates for the Evanston “Coffee with the President” were October 30, 2014, January 28 and April 29, 2015. The dates for the Chicago “Coffee with the President” were December 11, 2014 and June 2, 2015. Members of the university staff community are randomly chosen and invited to attend a coffee in an effort to get to know each other and President Schapiro. An average of 12 – 15 staff members attends each coffee which is 1 hour and 15 minutes.

**Employee of the Year Selection Process and Length of Service Recognition Luncheon**
In 2015, NUSAC once again co-sponsored the Staff Service Recognition Luncheon with Human Resources and continued to take an active role in the Employee of the Year and Service Recognition process. Since the nominations were submitted electronically this year, NUSAC did not have to contribute to the White-Out Committee. Two NUSAC members participated in the 2015 Employee of the Year selection process. The NUSAC Chair assisted with oversight of the selection process with the Director of Human Resources. Council members attended the luncheon held in downtown Chicago on May 19, 2015, and many of the members served as bus captains and greeters to facilitate transportation of guests and to welcome and guide guests upon arrival at the venue. Staff members who had served 20 or more years at the University were honored for their commitment and service. The NUSAC Chair and Vice Chair announced the length of service honorees and members of the selection committee announced the finalists for the 2015 Employee of the Year awards.

**Staff & Benefits Fair**
The Benefits Committee staffed tables at the Health and Benefits Fairs on both campuses. The Committee used a short survey to gauge the effectiveness of the communication effort around NU Cares and interest in the Coffees with the President. In addition, the survey solicited staff for topics that were important to them and also asked staff if they would be interested in serving on the council. The Committee compiled the survey responses and presented the results to the General Council. The Committee also delegated questions specific to other NUSAC committees and collaborated with HR Benefits Division to answer benefits-related questions post-fair. The survey provided us with guidance on health and wellness topics that we used to provide brown bag presentations on both campuses in 2015. In addition, we asked staff to let us know if they had heard of the NU Cares program, and 74% of staff surveyed said they had either heard of it or knew what it was.

**NUSAC Involvement in University-Related Groups**
NUSAC members participate in various groups and committees. This year, NUSAC members served as representatives for the following:
- NUPD Advisory Group (Susan Corwith, Vice Chair/Chair)
- Parking Committee (Lot Bercasio)
- Diversity Council (Apryl Schlueter/Susan Corwith, Chair)
- Faculty Senate Benefits Committee (Susan Held)
- Human Resources Program Review (Executive Committee Members)

**Committee Highlights**

**Benefits Committee Report**
Jonathan Greene, Chair

_The Benefits Committee works directly with the Director of the Benefits Division and the Vice President of Human Resources, conveying staff suggestions and concerns related to benefits elections, policies, and procedures, and responding to staff regarding these issues. NUSAC provides 3-4 committee members to the NU Cares application review committee. The Chair of the Benefits Committee works with the Office of Work/Life Resources to administer NU Cares._

**Committee Members:** George Campbell, Simone Cavallaro, John Doyle, Jonathan Greene (chair), Aaron Hosmon
2014-15 Projects & Outcomes

- The Benefits Committee is tasked (in partnership with the Office of Work/Life Resources) with the day to day administration of NU Cares, the employee to employee assistance fund. During FY15, NU Cares awarded 14 awards to staff members during times of unforeseen crisis. Staff members contributed in excess of $12,000 to the fund during this time period. The NU Cares application review committee has its annual meeting to review the status of the fund, look for possible areas of enhancement and ways to streamline the application process. In the February/March timeframe, we also conducted the 2nd annual NU Cares awareness drive. Bulkmail was sent to staff to try and raise awareness and increase participation in the fund. While the amount of funds raised was only a fraction of the total raised in FY14, we did see at least 5-7 requests for assistance, which we feel is a good indication that the drive was a success.

- Based on feedback gathered at the annual Health and Benefits Fair, the Benefits Committee (in partnership with the Office of Work/Life Resources) organized and delivered 2 lunchtime brown bags on Meeting Your Personal Wellness Goals, leveraging resources provided by the Faculty and Staff Assistance Program (NULifeMatters). The event preregistration was well in excess of the room capacity on both campuses, and we had approximately 40 participants on the Evanston campus and 25-30 on the Chicago campus. Based on the number of people who expressed interest but were not able to attend or did not show up, we decided to email the presentation slides, and many were thankful for this additional effort.

- We continue to address benefits related staff questions as they arise in consultation with HR. This year we had several questions regarding the employee tuition benefits. One question had to do with the lack of tuition benefits for part time employees. Another question that has come up has to do with lactation spaces for nursing mothers, and some questions around the health and benefits for new mothers and fathers.

2015-16 Committee Priorities:
During FY16, the committee plans to look at changes to the current tuition benefits calculation for staff where the benefit would be capped by a number of courses per year, versus the current monetary structure ($10,000). If we were able to move to a course based cap, it would mitigate some of the issues around the increasing cost of classes.

We will also continue to address staff benefits questions in conjunction with our partners in Human Resources and in line with the NUSAC priorities for FY16.

Communications Committee Report
Kay West, Chair
A key component of NUSAC’s mission involves exchanging information with staff on relevant issues. The Communications Committee is responsible for organizing all public relations and media for NUSAC. From creating the newsletters and posting interesting and relevant content to the Facebook and LinkedIn groups, to updating the web site, the Communications Committee helps to promote NUSAC’s positive image (brand) at the University.

Committee Members: Lot Bercasio, Janelle Gaudio, Susan Held, Jeff Henderson, Erica Honeywood, Toni Montgomery, Heather Obering and Kay West (Chair)

2014-15 Projects & Outcomes
Throughout the year, the Communications Committee helped to promote NUSAC’s work and image (brand) at the University and distribute information to staff to inform them of opportunities for engagement, professional development, and personal growth.
- The committee continued to advance goals previously established
Engage Staff – Informed staff about various events happening across both campuses that they could participate in (i.e., Conversations with the President, School Supply Drive).

Increase NUSAC brand awareness – Increased likes on the Northwestern University Staff Facebook Page and increased members Northwestern University Staff LinkedIn group. Provided swag at various NUSAC events.

Communicate critical NUSAC initiatives and update NU community on events and opportunities
- Produced quarterly newsletters, promoted NUSAC sponsored events using various media (social media – Facebook & LinkedIn, email, digital displays around campuses, flyers, etc.)
- Programming that the committee is responsible for (i.e. Coffee with the President) – provided NUSAC swag and thank guests for their attendance. Also, reminded staff members in attendance at the coffees of other upcoming events related to NUSAC and other campus groups

Evaluate and assess NUSAC’s communications structure
- Reviewed event communications and communication services for efficiency and effectiveness
- Continued to look for interesting and relevant content to communicate to our staff colleagues

Advise the General Council and individual committees on communications ideas
- Provided postings on Facebook, LinkedIn, and NUSAC website
- Tracked event attendance and feedback from NU Faculty/Staff from NUSAC surveys
- Communicated with NU Faculty/Staff at events (i.e., Staff Football Mixer) to increase NUSAC awareness – verbally engaged staff as much as possible to find out concerns and interests.

Successfully stored and tracked NUSAC swag items consisting of lanyards, magnets, pens and post-it notes.
- Provided swag for NUSAC sponsored events
- Kept Track of NUSAC swag using spreadsheets and provide General Council with details regarding the amount of swag remaining when asked

2015-16 Committee Priorities:
- Continue to promote the NUSAC brand and find new means of reaching staff.
- Increase participation at six yearly Coffees with the President events.
- Effectively evaluate staff’s knowledge of NUSAC’s role within the University and utilize the information to more efficiently communicate and interact with staff.
- Create a more formal calendar of NUSAC events, newsletter and email blast schedules.
- Increase activity on LinkedIn – more postings of information related to NUSAC priorities. Members to post more information and activities to social media.
- Highlight different staff groups and NUSAC’s ongoing work around the Evanston and Chicago campuses in our quarterly newsletter. Also, promote or encourage staff to nominate fellow colleagues for a Service Excellence Award. Plus, we will also encourage staff to highlight a fellow staff member or colleague/s in our quarterly newsletter by bringing back the “Unsung Hero” excerpt of our newsletter.

Human Resources Committee Report
Derek Gundersen, Chair

The Human Resources Committee works directly with the Associate Vice President for Human Resources to discuss policies and procedures, provide feedback, and communicate staff concerns related to matters overseen by Human Resources. The Associate Vice President, in turn, reports to the Committee on pending matters of staff interest and solicits input from NUSAC on Human Resources issues and related matters.

Committee Members: Derek Gundersen, Susan Corwith, Pamela Euring, Michael Martinez, Kimberley Cornwell, and Melissa Passalacqua.
2014-15 Projects & Outcomes

Workshop on Career Advancement at Northwestern
On Thursday, November 13, 2014 (Evanston campus) and Tuesday, November 18, 2014 (Chicago campus), the Northwestern University Staff Advisory Council (NUSAC) and the Office of Human Resources hosted a roundtable discussion for staff on career development. The event began with a presentation on “Career Pathing at NU” by Anniese Lemond, Director of Compensation, Office of Human Resources and was followed by roundtable discussions with Human Resources staff members on the following topics:

- Best Career Development Resources
- Use of Social Media as a Career Development Tool
- Effective Interviewing
- Cover Letter and Resume Writing

Attendance at the Evanston workshop was 44 and attendance at the Chicago workshop was approximately 25. Attendance at the Chicago workshop was hampered by the fact that Lake Shore Drive was closed due to a CTA bus fire and the Purple and Brown line CTA train lines were delayed due to a different fire that was close to the tracks. It is important to note that these events impacted the attendance of both facilitators and attendees at the Chicago workshop. The workshop continues to receive very positive feedback and the HR committee hopes to offer the workshop program again in the upcoming academic year.

NUSAC Brown Bag on Expanding and Nurturing Your Internal Network

In June 2015 the NUSAC HR Committee, in conjunction with Human Resources presented a Brown Bag on Expanding and Nurturing your Internal Network. Human Resources assisted in identifying the facilitator for the sessions, Rachel Pridgen, M.Ed, an expert in networking best practices and personal branding. She currently is the Associate Director of Alumni Career Services for the Northwestern Alumni Association and has worked at various Chicagoland institutions to develop leadership skills in students, staff and alumni. In her current role, she creates and executes professional development opportunities for the stellar Wildcat alumni all over the world and enjoys meeting each one of them at the events. She was a student athlete at St. Norbert College, just outside of Green Bay, WI, and also received her Master’s degree in Higher Education Administration with a certificate in Leadership Development from Loyola University Chicago.

The program received an overwhelming response in Evanston, resulting in a wait list of over 40 individuals. Final attendance in Chicago was approximately 20 and in Evanston 45. The feedback on the event was very positive and NUSAC hopes to offer this program again in the upcoming academic year.

2015-16 Committee Priorities:
The HR Committee will continue to focus on both Career Advancement and Networking within the University. In addition, the committee is committed to working with HR on resources and training for managers. Finally, the upcoming year will have an added focus on identifying and highlighting staff groups to help support staff engagement. In summer of 2014 NUSAC hosted Staff Activity Fairs on each campus and the decision was made this year to hold this event bi-annually, with the next fair being held in summer 2016. Throughout the year NUSAC will seek out new staff groups via the NUSAC newsletter and at other NUSAC events. The newsletter will also feature profiles on existing groups throughout the year.

Outreach Committee Report
Rhea Banks & Tina Shontz, Chairs
Committee Members: Rhea Banks (Chair), Tracey Gibson-Jackson, Michelle Paulsen (through June 2015), Apryl Schlueter (through February 2015), Tina Shontz, Thongsy Singvongsa, Stephen Tilley.

2014-15 Projects & Outcomes

School Supply Drive:
- Donations to Supplies for Dreams, Marillac Social Center, Holy Family Ministries and Y.O.U. Evanston
- Also donated to various NU Employees and their families (24 NU children in Evanston and 4 in Chicago)

Holiday Drive:
- The drive provided holiday gifts for over 60 families of various sizes through Infant Welfare Society, Family Focus and Heartland Alliance.
- The collaboration with the Veterans Work Group/Marine Corps Toys for Tots was a success and we hope to add it as a regular part of the holiday drive.
  - Over 100 children received gifts. More than 5 donation boxes filled in 4 weeks.
  - Various items from the Marillac Social Center Amazon Wish list were purchased and NUSAC supporters submitted very generous donations for the food pantry.

Blessings in a Backpack
- Final NU donation total was $1,615
- Points 4 a Purpose (student group) donated $500 worth of groceries to Blessings in a Backpack
- LSSAC (Law School Staff Advisory Council) gave attendees a raffle entry for bringing food items to their recent Coffee Hour
- Several boxes of food donated in addition to the monetary donations
- Chosen as the Dance Marathon beneficiary for 2016 after the drive we hosted the drive

2015-16 Committee Priorities:
- Add a Brown Bag on outreach initiatives
- Achieve additional engagement for events and drives through more aggressive use of members' various networks
  - We have found in recent drives that people are very willing to support charitable drives even though they are outside the NU community
- Investigate group events that we can do as a committee (or the Council as a whole) in order to increase visibility, participation, and enhanced use of branding.

Budget Report

Lot Bercasio, Treasurer

For FY15, NUSAC received an expense budget of $11,500 from the Office of Human Resources.

Expenses were incurred in the following categories:

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<thead>
<tr>
<th>Category</th>
<th>% of Budget</th>
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<tbody>
<tr>
<td>Football Game Staff Mixer</td>
<td>43%</td>
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<tr>
<td>Events</td>
<td>24%</td>
</tr>
<tr>
<td>Supplies &amp; Services</td>
<td>20%</td>
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</table>
Promotional Swag 13%
Total 100%

Events include meetings such as the annual retreat, workshops and Coffees with the President. Food was the only expense in this category. Supplies and Services include survey monkey and teleconference charges, posters, new member name tags, member shirts and other miscellaneous items. This category also includes a one-time purchase of a NUSAC-dedicated tablet.

**Membership**

**Recruitment**

NUSAC began recruiting in March 2015 to fill three open positions for FY16. Recruitment efforts included emails sent to all staff, emails and calls to other staff groups and organizations, emails to people who attended events and coffees, and council members’ targeted efforts reaching out to departments that were not currently represented on the Council. As a result, 12 people from 12 programs (including several not currently represented on the Council) applied to become members; 11 people were interviewed in May, and three were selected. Due to a resignation in July, an additional new member was selected from the pool for a total of 4 new members for FY16. Applicants were an exceptional group with diverse strengths and range of experience.

New members for FY16 are as follows:
- Julia Jenkins, Senior Assistant Director, Financial Aid, Chicago Campus
- Joseph Schafer, Financial Assistant, Financial Planning & Analysis, Kellogg
- Jennifer Sloane, Executive Assistant, Facilities Management
- Melanie Mkrdichian, Senior Financial Administrator, Surgery, Feinberg
2014-2015
NUSAC Members

**Rhea Banks**
Assistant Director
ALLM/ELLM Programs, Law

**Lot Bercasio**
Business Manager
Center for Comparative Medicine

**George Campbell**
Systems Analyst/Programmer
Weinberg IT

**Simone Cavallaro (since 2/15)**
Manager, Research Lab/Research Support
Kellogg School of Management

**Kimberley Cornwell**
Assistant Director of External Programs, Internships & Career Services and Liaison to The MSHC Program, Center for Communication & Health
School of Communication

**Susan Corwith**
Associate Director
Center for Talent Development

**John Doyle (through 1/2015)**
AV System Engineer
Department of Surgery, Feinberg

**Pamela Euring**
Senior Contract and Grant Officer
Office of Sponsored Research

**Janelle Gaudio**
Assistant Director
Kellogg Undergrad Certificate Program

**Tracey A Gibson-Jackson**
Assistant Director
Norris University Center Administration

**Jonathan Greene**
Senior User Support Specialist
NUIT Support Services

**Derek Gundersen**
Program Assistant
Searle Center, Northwestern Law

**Susan Held**
Business Systems Analyst – Finance, Facilities and Research Administration
NUIT Administrative Systems

**Jeff Henderson**
Assistant Director
Marketing and Communications, ISEN

**Erica Honeywood**
Community Service Officer
University Police

**Aaron Hosman**
Assistant Athletic Director – Compliance Athletics

**Michael Martinez**
Administrative Assistant
Physical Medicine and Rehabilitation, Feinberg

**Toni Montgomery**
Business Systems Analyst
Student Loans

**Heather Obering**
Director of Marketing
Athletics

**Melissa Passalacqua**
Program Manager
Kellogg School of Management

**Michelle Paulsen**
Project Coordinator
CIERA/School of Education and Social Policy

**Apryl Schlueter (through 2/15)**
Assistant Director
Financial Planning and Analysis, Kellogg

**Kristine Shontz**
Executive Assistant
Department of Medicine, Feinberg

**Thongsy Singvongsa**
Research Administrator
Department of Preventive Medicine, Feinberg
Stephen Tilley  
Associate Director  
Office of Career Development, McCormick

Katwanya West  
Assistant Director  
Student Accounts